278 Health Care Services Review Request and Response

Companion Transaction Specifications

Version 1.0

Disclaimer

This Companion Document is intended to be a technical document describing the specific technical and procedural requirements for interfaces between DES and its trading partners. It does not supersede either health plan contracts or the specific procedure manuals for various operational processes. If there are conflicts between this document and either the provider contracts or operational procedure manuals, the contract or procedure manual will prevail.

Substantial effort has been taken to minimize conflicts or errors; however, DES or its employees will not be liable or responsible for any errors or expenses resulting from the use of information in this document. If you believe there is an error in the document, please notify DES Immediately.

278 Request

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
	ST	ST01	ID	278	Health Care Services Review Information
	ST	ST02	Control Number		Identifying control number that must be unique within the transaction set functional group assigned by the originator for a transaction set. Should be repeated in SE02.
	BHT	BHT01	Hierarchical Structure Code	0078	Information Source
	BHT	BHT02	Transaction Set Purpose Code	13	Request
	BHT	BHT03	Reference Identification		Transaction specific identifier that will be returned with the 278 response.
	BHT	BHT04	Date		The creation date of the transaction in CCYYMMDD format
	BHT	BHT05	Time		The creation time of the transaction in HHMMSS format
2000A	HL	HL01	Hierarchical ID Number	1	This required element should be populated with a value of 1
2000A	HL	HL03	Hierarchical Level Code	20	Information Source
2000A	HL	HL04	Hierarchical Child Code	1	Additional subordinate HL data segment in this hierarchical structure
2010A	NM1	NM1	Entity Identifier Code	X3	Utilization Management Organization
2010A	NM1	NM2	Entity Type Qualifier	2	Non person
2010A	NM1	NM3	Name Last or Organizational Name		DDD
2010A	NM1	NM108	Identification Code Qualifier	PI	
2010A	NM1	NM109	Identification Code		D866004791
2000B	HL	HL01	Hierarchical ID Number	2	The HL Segment within the 2000B Requester Level Loop is always the

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
					second HL Segment in the transaction
2000B	HL	HL02	Hierarchical Parent ID Number	1	The level of the HL Segment to which the HL Segment is subordinate
2000B	HL	HL03	Hierarchical Level Code	21	Information Receiver
2000B	HL	HL04	Hierarchical Child code	1	Additional subordinate HL Data Segment in the hierarchical structure
2010B	NM1	NM101	Entity Identifier Code	1P	Provider
2010B	NM1	NM102	Entity Type Qualifier	1 2	Person Non Person
2010B	NM1	NM103	Name Last or Organizational Name		Full name of organization if provider is a non person entity or last name if the provider is a person
2010B	NM1	NM108	Identification Code Qualifier	24 34 46 XX	Social Security Number
2010B	NM1	NM109	Identification Code		Federal Taxpayer Identification Number of the provider
2010B	REF	REF01	Reference Identification Qualifier	N5	Provider Plan Network Identification Number
2010B	REF	REF02	Reference Identification		Provider's AHCCCS ID (This segment and ID is the primary ID used for provider matching. It is strongly recommended that this segment and ID is present)
2010B	N3	N301	Address Information		Address Line 1 Will be used as filtering criteria in provider search
2010B	N3	N302	Address Information		Address Line 2 Will be used as filtering criteria in provider search
2010B	N4	N401	City Name		City Name Will be used as filtering criteria in provider search
2010B	N4	N402	State or Province Code		State Will be used as filtering criteria in provider

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
					search
2010B	N4	N403	Postal Code		Postal Code Will be used as filtering criteria in provider search
2000C	HL	HL01	Hierarchical ID Number	3	The HL Segment within the 2000C Subscriber Level is the third hierarchical level in the transaction
2000C	HL	HL02	Hierarchical Parent ID Number	2	The level of the HL Segment to which the HL Segment is subordinate
2000C	HL	HL03	Hierarchical Level Code	22	Subscriber
2000C	HL	HL04	Hierarchical Child code	1	Additional subordinate HL Data Segment in the hierarchical structure
2000C	TRN	TRN01	Trace Type Code	1	Current Transaction
2000C	TRN	TRN02	Patient Event Tracking Number		Unique identifier for transaction which will be returned in the 278 response
2000C	TRN	TRN03	Trace Assigning Entity Identifier		Unique identifier for your entity which will be returned in the 278 response
2000C	HI	HI01-1	Diagnosis Type Code	BF BJ BK	Principal Secondary Admitting Principal diagnosis is required. Provide other diagnoses as applicable using subsequent HI segments.
2000C	HI	HI01-2	Diagnosis Code		Diagnosis Code
2000C	HI	HI01-3	Date Time Period Format Qualifier	D8	Date
2000C	HI	HI01-4	Diagnosis Date		Provide Diagnosis Date in CCYYMMDD format
2010CA	NM1	NM101	Entity Identifier Code	IL	Subscriber
2010CA	NM1	NM102	Entity Type Qualifier	1	Person
2010CA	NM1	NM103	Name Last or Organizational Name		Member last name

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2010CA	NM1	NM104	Name First		Member first name
2010CA	NM1	NM108	Identification Code Qualifier	MI	Member Identification Number
2010CA	NM1	NM109	Identification Code		Member's ID (from DDD ID card
2010CA	DMG	DMG01	Date Time Period Format Qualifier	D8	Date
2010CA	DMG	DMG02	Date Time Period		Member's DOB in CCYYMMDD format
2010CA	DMG	DMG03	Gender Code	F M U	Female Male Unknown Member's Gender
2000E	HL	HL01	Hierarchical ID Number	4	The HL Segment within the 2000E Service Provider Level is the fourth hierarchical level in the transaction
2000E	HL	HL02	Hierarchical Parent ID Number	3	The level of the HL Segment to which the HL Segment is subordinate
2000E	HL	HL03	Hierarchical Level Code	19	Service Provider
2000E	HL	HL04	Hierarchical Child code	1	Additional subordinate HL Data Segment in the hierarchical structure
2000E	MSG	MSG01	Free-Form Message Txt		Indicate message text If requesting revies of dental service for a specific tooth or surface include this information in the message text
2010E	NM1	NM101	Entity Identifier Code	SJ	Service Provide
2010E	NM1	NM102	Entity Type Qualifier	1 2	Person Non Person
2010E	NM1	NM103	Name Last or Organizational Name		Indicate full name of organization if provider is a non person or last name if provider is a person
2010E	NM1	NM104	Name First		Indicate first name if provider is a person

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2010E	NM1	NM108	Identification Code Qualifier	24 34 46 XX	Social Security Number
2010E	NM1	NM109	Identification Code		Provider's Federal Tax Identification Number
2010E	REF	REF01	Reference Identification Qualifier	N5	Provider Plan Network Identification Number
2010E	REF	REF02	Reference Identification		Provider's AHCCCS ID (This segment and ID is the primary ID used for provider matching. It is strongly recommended that this segment and ID is present)
2010E	N3	N301	Address Information		Address Line 1 Will be used as filtering criteria in provider search
2010E	N3	N302	Address Information		Address Line 2 Will be used as filtering criteria in provider search
2010E	N4	N401	City Name		City Name Will be used as filtering criteria in provider search
2010E	N4	N402	State or Province Code		State Will be used as filtering criteria in provider search
2010E	N4	N403	Postal Code		Postal Code Will be used as filtering criteria in provider search
2000F	HL	HL01	Hierarchical ID Number	5	The HL Segment within the 2000F Service Level is the fifth hierarchical level in the transaction
2000F	HL	HL02	Hierarchical Parent ID Number	4	The level of the HL Segment to which the HL Segment is subordinate
2000F	HL	HL03	Hierarchical Level Code	SS	Service Provider
2000F	HL	HL04	Hierarchical Child code	1	Additional subordinate HL Data Segment in the hierarchical structure

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000F	TRN	TRN01	Trace Type Code	1	Current Transaction
2000F	TRN	TRN02	Service Trace Number		Unique identifier for transaction which will be returned in the 278 response
2000F	TRN	TRN03	Trace Assigning Entity Identifier		Unique identifier for your entity which will be returned in the 278 response
2000F	UM	UM01	Request Category Code	AR HS SC	Health Review Health Services Review Service Consultation AR for inpatient authorizations HS or SC for outpatient authorizations
2000F	UM	UM02	Certification Type Code	1 2 3 4 I R S	Appeal - Immediate Appeal – Standard Cancel Extension Initial Renewal Revised Provide a value of 1 of this is a request for a new referral. Provide a value of 1 or 2 if this is an appeal. Provide a value of 3 if the referral needs to be cancelled. Provide a value of 4, R or S if a modification is being requested for an existing referral.
2000F	UM	UM03	Level of Service Code	03 U	Emergency Urgent Level of acuity
2000F	REF	REF01	Reference Identification Code Qualifier	BB	Authorization Number
2000F	REF	REF02	Reference Identification Code		DDD assigned referral number to be provided here if this request is to modify or cancel an existing referral.
2000F	DTP	DTP01	Date/Time Qualifier	472	Service Date

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000F	DTP	DTP02	Date Time Period Format Qualifier	RD8 D8	Date range Date
2000F	DTP	DTP03	Date Time Period		Provide the service date or the begin and end dates of services if the request is for a specific service and not for a procedure. If the request is for a procedure, please provide the date in the HI Segment in Loop 2000F. If the referral is for inpatient services, provide the Admission Date and Discharge Date instead date of service.
2000F	DTP	DTP01	Date/Time Qualifier	472	Admission Date
2000F	DTP	DTP02	Date Time Period Format Qualifier	RD8 D8	Date range Date
2000F	DTP	DTP03	Date Time Period		Provide the actual or proposed admission date. Use a range if admission can occur within a range of dates. Required for inpatient referral requests.
2000F	DTP	DTP01	Date/Time Qualifier	96	Discharge Date
2000F	DTP	DTP02	Date Time Period Format Qualifier	D8	Date
2000F	DTP	DTP03	Date Time Period		Provide the discharge date if know.
2000F	DTP	DTP01	Date/Time Qualifier	456	Surgery Date
2000F	DTP	DTP02	Date Time Period Format Qualifier	D8	Date in CCYYMMDD format.
2000F	DTP	DTP03	Date Time Period		Provide the surgery date if available.
2000F	HI	HI101	Code List Qualifier Code	ABR BO	Uses ABR to indicate REV codes. BO to indicate CPT and HCPCS. Note: The first HI composite element is required. Use subsequent HI if multiple procedures are being requested

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000F	HI	HI102	Procedure Code		Procedure Code
2000F	HI	HI104	Date Time Period Format Qualifier	RD8 D8	Date Range Date
2000F	HI	HI105	Date Time Period		Procedure Date
2000F	HI	HI106	Quantity		Quantity requested if greater than 1
2000F	MSG	MSG01	Free-Form Message Txt		This segment is not expected. Any text message information should be provided in Loop 2000E MSG segment
	SE	SE01	Number of included segments		Number of included segments
	SE	SE02	Transaction Set Control Number		Transaction set control number must match ST02.

278 Response

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
	ST	ST01	ID	278	Health Care Services Review Information
	ST	ST02	Control Number		Identifying control number that must be unique within the transaction set functional group assigned by the originator for a transaction set. Should be repeated in SE02.
	BHT	BHT01	Hierarchical Structure Code	0078	Information Source
	BHT	BHT02	Transaction Set Purpose Code	11	Response
	BHT	BHT03	Reference Identification		Transaction specific identifier included with the 278 request that will be returned with the 278 response.
	BHT	BHT04	Date		Creation Date in CCYYMMDD format
	BHT	BHT05	Time		Creation Time in HHMMSS format
2000A	HL	HL01	Hierarchical ID Number	1	Information provided with the 278 request is included in the 278 response
2000A	HL	HL03	Hierarchical Level Code	20	Information provided with the 278 request is included in the 278 response
2000A	HL	HL04	Hierarchical Child Code	1	Information provided with the 278 request is included in the 278 response
2010A	NM1	NM1	Entity Identifier Code		Information provided with the 278 request is included in the 278 response
2010A	NM1	NM2	Entity Type Qualifier		Information provided with the 278 request is included in the 278 response
2010A	NM1	NM3	Name Last or Organizational Name		Information provided with the 278 request is included in the 278 response
2010A	NM1	NM108	Identification Code Qualifier		Information provided with the 278 request is included in the 278 response
2010A	NM1	NM109	Identification Code		Information provided with the 278 request is included in the 278 response
2000B	HL	HL01	Hierarchical ID Number		Information provided with the 278 request is included in the 278 response

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000B	HL	HL02	Hierarchical Parent ID Number		Information provided with the 278 request is included in the 278 response
2000B	HL	HL03	Hierarchical Level Code		Information provided with the 278 request is included in the 278 response
2000B	HL	HL04	Hierarchical Child code		Information provided with the 278 request is included in the 278 response
2010B	NM1	NM101	Entity Identifier Code		Information provided with the 278 request is included in the 278 response
2010B	NM1	NM102	Entity Type Qualifier		Information provided with the 278 request is included in the 278 response
2010B	NM1	NM103	Name Last or Organizational Name		Information provided with the 278 request is included in the 278 response
2010B	NM1	NM108	Identification Code Qualifier		Information provided with the 278 request is included in the 278 response
2010B	NM1	NM109	Identification Code		Information provided with the 278 request is included in the 278 response
2010B	REF	REF01	Reference Identification Qualifier		Information provided with the 278 request is included in the 278 response
2010B	REF	REF02	Reference Identification		Information provided with the 278 request is included in the 278 response
2010B	AAA	AAA01	Valid Request Indicator	N	If the provider indicated in the 278 request is not found, an N will be indicated on the 278 immediate response.
2010B	AAA	AAA02	Reject Reason Code	51	"Provider Not On File" will be supplied as the Reject Reason if the provider is not found.
2010B	AAA	AAA03	Follow Up Action Code	C	"Please Correct and Resubmit" will be supplied as the Follow Up Action Code.
2000C	HL	HL01	Hierarchical ID Number		Information provided with the 278 request is included in the 278 response
2000C	HL	HL02	Hierarchical Parent ID Number		Information provided with the 278 request is included in the 278 response
2000C	HL	HL03	Hierarchical Level Code		Information provided with the 278 request is included in the 278 response
2000C	HL	HL04	Hierarchical Child code		Information provided with the 278 request is included in the 278 response

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000C	TRN	TRN01	Trace Type Code		Referenced Transaction Number
2000C	TRN	TRN02	Patient Event Tracking Number		Information provided with the 278 request is included in the 278 response
2000C	TRN	TRN03	Trace Assigning Entity Identifier		Information provided with the 278 request is included in the 278 response
2000C	AAA	AAA01	Valid Request Indicator	N	If an invalid diagnosis code or diagnosis date is supplied in the 278 request, an N will be indicated.
2000C	AAA	AAA02	Reject Reason Code	33	"Input Errors" will be supplied as the Reject Reason if an invalid diagnosis code or diagnosis date is supplied in the 278 request.
2000C	AAA	AAA03	Follow Up Action Code	C	"Please Correct and Resubmit": will be supplied as the Follow Up Action Code.
2000C	HI	HI01-1	Diagnosis Type Code		Information provided with the 278 request is included in the 278 response
2000C	HI	HI01-2	Diagnosis Code		Information provided with the 278 request is included in the 278 response
2000C	HI	HI01-3	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000C	HI	HI01-4	Diagnosis Date		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM101	Entity Identifier Code		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM102	Entity Type Qualifier		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM103	Name Last or Organizational Name		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM104	Name First		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM108	Identification Code Qualifier		Information provided with the 278 request is included in the 278 response
2010CA	NM1	NM109	Identification Code		Information provided with the 278 request is included in the 278 response
2000C	AAA	AAA01	Valid Request Indicator	N	If the Member DOB does not match the system records, the member DOB is invalid

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
					or missing, an N will be indicated. If the subscriber is not found or multiple records are found, an N will be indicated.
2000C	AAA	AAA02	Reject Reason Code	58 71 75 76	Invalid/Missing DOB Patient DOB does not match system records Subscriber Not Found Duplicate Subscriber ID Number
2000C	AAA	AAA03	Follow Up Action Code	C	"Please Correct and Resubmit" will be supplied as the Follow Up Action Code.
2000E	HL	HL01	Hierarchical ID Number		Information provided with the 278 request is included in the 278 response
2000E	HL	HL02	Hierarchical Parent ID Number		Information provided with the 278 request is included in the 278 response
2000E	HL	HL03	Hierarchical Level Code		Information provided with the 278 request is included in the 278 response
2000E	HL	HL04	Hierarchical Child Code		Information provided with the 278 request is included in the 278 response
2000E	MSG	MSG01	Free-Form Message Txt		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM101	Entity Identifier Code		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM102	Entity Type Qualifier		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM103	Name Last or Organizational Name		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM104	Name First		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM108	Identification Code Qualifier		Information provided with the 278 request is included in the 278 response
2010E	NM1	NM109	Identification Code		Information provided with the 278 request is included in the 278 response
2010E	REF	REF01	Reference Identification Qualifier		The values provided in the 278 request will be returned with the 278 response.
2010E	REF	REF02	Reference Identification		Information provided with the 278 request is included in the 278 response

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2010E	N3	N301	Address Information		Information provided with the 278 request is included in the 278 response
2010E	N3	N302	Address Information		Information provided with the 278 request is included in the 278 response
2010E	N4	N401	City Name		Information provided with the 278 request is included in the 278 response
2010E	N4	N402	State or Province Code		Information provided with the 278 request is included in the 278 response
2010E	N4	N403	Postal Code		Information provided with the 278 request is included in the 278 response
2010E	AAA	AAA01	Valid Request Indicator	N	If the provider is not found, an N will be indicated.
2010E	AAA	AAA02	Reject Reason Code	51	"Provider Not On File" will be supplied as the Reject Reason if the provider is not found.
2010E	AAA	AAA03	Follow Up Action Code	C	"Please Correct and Resubmit" will be supplied as the Follow Up Action Code.
2000F	HL	HL01	Hierarchical ID Number		If the provider is not found, an N will be indicated.
2000F	HL	HL02	Hierarchical Parent ID Number		"Provider Not On File" will be supplied as the Reject Reason if the provider is not found.
2000F	HL	HL03	Hierarchical Level Code		"Please Correct and Resubmit" will be supplied as the Follow Up Action Code.
2000F	HL	HL04	Hierarchical Child Code		If the provider is not found, an N will be indicated.
2000F	TRN	TRN01	Trace Type Code	2	Referenced Transaction
2000F	TRN	TRN02	Service Trace Number		If the provider is not found, an N will be indicated.
2000F	TRN	TRN03	Trace Assigning Entity Identifier		"Provider Not On File" will be supplied as the Reject Reason if the provider is not found.
2000F	AAA	AAA01	Valid Request Indicator	N	An N will be indicated if the 278 Request is received with UM02 = 1,2,3,4,R or A and the referral could not be found for updating.
2000F	AAA	AAA02	Reject Reason Code	33	If a 278 request is received with UM02 =

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
					1,2,3,4,R or S and the referral number provided in REF01 does not match an existing referral, AAA02 is set to 33.
2000F	AAA	AAA03	Follow Up Action Code	C	"Please Correct and Resubmit" will be supplied as the Follow Up Action Code.
2000F	UM	UM01	Request Category Code		Information provided with the 278 request is included in the 278 response
2000F	UM	UM02	Certification Type Code		Information provided with the 278 request is included in the 278 response
2000F	UM	UM03	Level of Service Code		Information provided with the 278 request is included in the 278 response
2000F	HCR	HCR01	Action Code		For the immediate response, "A4" will be provided to indicate that the referral is "pended" for internal review. For the manual response that is provided after referral review, "A1" will be provided if the referral is approved, or "CT" will be provided to indicate that the payer should be contacted for additional information.
2000F	HCR	HCR02	Certification Number		The DDD assigned referral number will be indicated.
2000F	HCR	HCR03	Reject Reason Code		For the 278 immediate response, the value is set to E8 to indicate "Requires Medical Review".
2000F	DTP	DTP01	Date/Time Qualifier	472	Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP02	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP03	Date Time Period		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP01	Date/Time Qualifier	435	Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP02	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP03	Date Time Period		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP01	Date/Time Qualifier	096	Information provided with the 278 request is included in the 278 response

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
2000F	DTP	DTP02	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP03	Date Time Period		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP01	Date/Time Qualifier	456	Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP02	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000F	DTP	DTP03	Date Time Period		Information provided with the 278 request is included in the 278 response
2000F	HI	HI101-1	Code List Qualifier Code		Information provided with the 278 request is included in the 278 response
2000F	HI	HI101-2	Procedure Code		Information provided with the 278 request is included in the 278 response. In the 278 Manual Response, updated codes will be provided if the codes were modified during referral review.
2000F	HI	HI101-3	Date Time Period Format Qualifier		Information provided with the 278 request is included in the 278 response
2000F	HI	HI101-4	Date Time Period		Information provided with the 278 request is included in the 278 response
2000F	HI	HI1051-5	Quantity		Information provided with the 278 request is included in the 278 response. In the 278 Manual Response, updated codes will be provided if the codes were modified during referral review.
2000F	MSG	MSG01	Free-Form Message Txt		This data element is used to provide explanatory information to the requester for the 278 requests involving extension, cancellation, etc. where the 2000F AAA Segment has inadequate rejection reasons such as a 278 request is received to cancel a non-existent certification or to decrease the quantity of a procedure below the number already used, etc.
	SE	SE01	Number of included segments		Number of included segments

Loop ID	Segment ID	Element ID	Element Name	Valid Values	Definition/Format DDD
	SE	SE02	Transaction Set Control Number		Transaction set control number must match ST02.